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VOCATIONAL REHABILITATION DEPARTMENT

ANNUAL REPORT

1971

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Dr. C. M. Macleod, Q.C.

Chairman

The Workmen's Compensation Board

Province of Alberta

I take pleasure in submitting the Annual Report of the Vocational Rehabilitation Department for the year 1971.

Respectfully submitted,

W. J. SLAVIK

CONSULTANT TO THE DIRECTOR

OF VOCATIONAL REHABILITATION

15 March 1972

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GENERAL REVIEW

Demands for vocational rehabilitation services continued during 1971. The awareness of the need for vocational rehabilitation services again increased the number of workmen referred to the Department for assistance. The Department was required to deal with a total of 4749, which represents an increase of approximately 19% over that of the previous year. This figure includes 1085 cases still on hand at the close of 1970 together with 2299 (Appendix A) new case referrals and including 1365 cases screened at the Clinic and also including 82 cases (Appendix D) referred from other Boards.

Following completion of treatment, it was possible to close 2194 cases as "Rehabilitated" (Appendix A) and there were 1190 open cases still on hand as at December 31 1971.

Again, recognizing that in order to accomplish successful rehabilitation of injured workmen, continuing counselling must be provided, it is again interesting to note that the Vocational Rehabilitation Officers carried out some 16,578 interviews (Appendix E) with the workmen during the year. Again there has been an increase in important outside contacts with the former employers or prospective new employers and some 2,603 such contacts were made in 1971 (Appendix F).

Due to the general economic conditions in the Province, there was increasing unemployment during 1971 which made job placement more difficult and time consuming.

- continued -

More use of vocational evaluation was efficient with a more concentrated effort by the staff in assisting workmen into suitable employment. The results were encouraging and at the end of the year, there were only 162 cases (Appendix c) still unemployed.

WORK OF THE VOCATIONAL REHABILITATION DEPARTMENT AT THE CLINIC

The services of this Department continued to be provided at the Rehabilitation Clinic on the same basis as has been done in the previous year. The screening process has again proven to be very satisfactory in that this substantially reduces the active case loads assigned to individual rehabilitation officers permitting more time to be devoted to the more difficult cases. Out of the total number of workmen admitted to the Rehabilitation Clinic (2,327), it was possible to dispose of 1,365 cases who were interviewed but did not require active rehabilitation involvement.

During the latter part of 1971, it was proposed to the Board and authorized that two Vocational Rehabilitation Officers be maintained at the Clinic in order to allow the other Vocational Rehabilitation Officers to devote full time to field services. The Vocational Rehabilitation Officers remaining at the Clinic continued to be involved in the various Rehabilitation Clinic Committee meetings and procedures.

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VOCATIONAL RETRAINING

During the year 1971, the Board sponsored training assistance in 115 cases which represents an 83% increase over the preceding year and the Board is referred to a breakdown of the various types of retraining which were provided in this number of cases.

At the conclusion of 1971, there were still 52 cases in training.

TRAINING COMPLETED		TRAINING NOT COMPLETED	
		Return to work - former employer..	3
Working at employment connected with training or secured work due to training		Return to work - new employer ...	6
		Deceased	1
		Failed (but all employed).....	3
		Health reasons	1
	49		14

- continued -

VOCATIONAL REHABILITATION DEPARTMENT RETRAINING DURING YEAR OF 1971

ACADEMIC UPGRADING

Grades five to twelve	21	
TOTAL		21

UNIVERSITY

Faculty of Education	9	
Faculty of Arts	6	
Faculty of Engineering	3	
Faculty of Science	2	
Faculty of Commerce	1	
Faculty of Agriculture	1	
TOTAL		22

TECHNICAL SCHOOL, (N.A.I.T., SAIT , B.C.)

Business Administration	8	
Electronic Technology	3	
Instrumentation Technology	2	
Architectural Technology	1	
Metallurgy	1	
Business Machine Technology	1	
Building Construction Technology	1	
Drafting Technology	1	
Forestry Technology	1	
Gas Technology	1	
Respiratory Technology	1	
Public Health Inspection	1	
Meat Cutting	1	
TOTAL		24

- continued -

CORRESPONDENCE, NIGHT SCHOOL OR SHORT TERM COURSES

Hairdressing & Styling	3
Driver Training	2
Police Science	1
Bartender	1
Welding	3
Recreation	1
Appliance Repair	1
English for Adults	3
Bookkeeping	1
Real Estate	1
Mathematics & English	1
Sewing Course	1
Mechanical Tune-up	1
First Aid	1
Diesel Mechanics	1
TOTAL	22

TRAINING-ON-THE-JOB

Partsman	3
Real Estate Sales	5
Finishing Carpenter (cabinet maker)	2
Motorcycle Mechanic	1
Investment & Sales Work	2
Service Station Manager	1
Supervisor of Building	1
Fuel Injection System Mechanic	1
Equipment Dispatcher	1
Moving Consultant	1
Motor Rewinding	1
Business Machine Repair	1
Large Appliance Serviceman	1
Small Appliance Repair	1
Shoe Repair	1
Carpet Layer	1
Pressman Trainee	1
Radio & Television Repair	1
TOTAL	26

1.	Academic up-Grading	21
2.	University	22
3.	Technical & College	24
4.	Short Term Courses	22
5.	Training-on-the-job	26

TOT[illegible] [illegible] [illegible] [illegible] [illegible]ING

THE WORK OF THE VOCATIONAL REHABILITATION OFFICERS

Owing to the steady increase in the number of case referrals during the year, it was found essential to seek approval from the Board for staff expansion. The Board granted authority for the underlisted additional staff:

EDMONTON OFFICE

Two Vocational Rehabilitation Officers.

One dictaphone typist

One filing clerk

CALGARY OFFICE

One Vocational Rehabilitation Officer

One dictaphone typist

The Board will wish to note that in "Case Referrals and Disposition - 1971" (Appendix A) that the number of cases handled by each of the Rehabilitation Officers was considerably increased as compared to the numbers assigned in the previous year. The average case load for each Officer in Edmonton was 338 and in the case of each Calgary Officer, 357. Again, the case loads are considerably onerous for a field Officer to do a competent job and hopefully, with the additional new staff, the average case loads can be reduced resulting in more effective rehabilitation services.

- continued -

During the year, various Rehabilitation Officers were involved in public information services by speaking to various groups on the work of the Vocational Rehabilitation Department.

VISITS TO TOTALLY DISABLED CLAIMANTS

Continuing valued services, in 1971, the Vocational Rehabilitation Officers made at least one visit to totally disabled workmen resident in the Province to ascertain the general welfare and to note any particular changes or needs of the claimant. Claim files were reviewed in all cases now residing outside the Province and this number, together with the number of cases visited in the Province totalled 210.

Where it was found necessary, arrangements were made for the repair or recommended replacement of wheelchairs and other equipment supplied by the Board. Provisions were also made for renovations in homes and the building of ramps in 7 specific cases. (See Department Expenditures Other Than re-Training During the Year 1971).

The Board will also note that in 14 cases, hand controls and driver training was provided. Additional rehabilitation assistance was authorized in supplying hearing aids, glasses and dental attention, in 3 cases.

- continued -

During the year, the Department assisted some 93 cases by providing financial assistance for a total expenditure of $17,011.69. These particular expenditures preceded the implementation of supplementary assistance payments, and since that time, rehabilitation assistance payments, as such, have been greatly reduced. However, the Rehabilitation Officers still appreciate the privilege authorized to grant rehabilitation assistance payments during the course of their rehabilitation involvements.

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VOCATIONAL REHABILITATION DEPARTMENT EXPENDITURES OTHER THAN RETRAINING
DURING THE YEAR 1971

N.P.# 93 (Hand controls, travelling, driver training)

Number Authorized	14	
Total Expended		$639.98

N.P.# 95 (Rehabilitation Assistance Payments)

Number Authorized	93	
Total Expended		$17,011.69

N.P.# 96 (Renovations and Ramps)

Number Authorized	7	
Total Expended		$2,433.00

N.P. # 96 (Hearing Aid, dental, glasses)

Number Authorized	3	
Total Expended		$753.00

TOTAL NUMBER CASES AUTHORIZED	117	
TOTAL EXPENDITURES		$20,837.67

INTERVIEW OF WIDOWS AND DEPENDENTS

The Vocational Rehabilitation Officers visited some 58 widows during the year to advise them of their various entitlements under the Act and to provide additional counselling services as to the benefits to which they may be entitled, from other agencies. We find such visits are very much appreciated by the widows and dependents.

ONGOING TRAINING FOR THE VOCATIONAL REHABILITATION OFFICERS

During 1971, Mr. Munro, Mr. Kapler and Mr. Wiggins attended and successfully completed an "Effective Speaking" evening course which was provided at N.A.I.T.

Through the facilities of the Department of Extension, University of Alberta, arrangements were made for a course in "Human Relations" which was commenced 6 October and continued on each Wednesday evening to and including 22 December 1971. All Edmonton Vocational Rehabilitation Officers registered and attended this informative course. Dr. Scott, Psychologist, Glenrose School Hospital was the Lecturer and sessions were held at the Glenrose Hospital as the accommodation and parking facilities were found to be more suitable.

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ANNUAL REFRESHER SEMINAR FOR CALGARY REHABILITATION OFFICERS

As approved by the Board, arrangements were made for each of the Rehabilitation Officers from Calgary to report to Edmonton for four days. The visitations were completed when Mr. Brackenbury reported on 6 July 1971 and completed his program on 9 July 1971. The program arranged for each of the Officers was found to be sufficient and it was generally accepted that the program was satisfactory avoiding interference with field trips and with a minimal time loss from work routine.

THE WORK OF THE DIRECTOR OF VOCATIONAL REHABILITATION

General Supervision

Because of the increased administrative duties, it was found necessary to greatly increase assignment of duties to Mr. W. Munro. He in turn, relegated his duties at the Clinic to Mr. E.H. Wiggins and after June 1971, Mr. Munro reported to Head Office full time with supervisory visits to the Clinic.

Following resignation of Mr. D. Neely, Rehabilitation Assistant, Mr. Green commenced employment training with the Department in October 1971.

During the year, it was again found that there was a considerable increase in the referral of special cases from the Claims and Medical Departments.

- continued -

During the year, the more difficult cases were again interviewed with the Rehabilitation Officer concerned and these particular joint interviews were found to be most satisfactory.

During the year, Mr. Munro assumed responsibility as chairman of the Retraining Committee. At each meeting, two other Rehabilitation Officers were involved. This provided for on-going involvement and instruction for every Officer in the Department.

Review of Individual Case Loads

Surveys of each Rehabilitation Officers case files was continued, at regular intervals. Again, trips were made to the Calgary Office every two months to review the rehabilitation files and to discuss special problem cases.

Review of the P.T.D. Cases

During 1971, 210 such cases were reviewed and any special cases found, were referred to the Disability Evaluation Committee.

Disability Evaluation Committee

During the year this Committee dealt with 475 referred claim files. Of this number, there were 12 cases of nursing allowance referrals by this Department. The Committee arranged to see and interview more claimants and again, the Vocational Rehabilitation Department was alerted about problem cases which might otherwise have been overlooked.

- continued -

Claims Advisory

Following Mr. G.S. Long's appointment as Claims Advisor, arrangements were made with him to supply this Department with copies of lists of the claimants who were to be seen, and following such interviews, copies of the interview notes. This arrangement has proven beneficial to both departments and again, we are alerted of developing problem cases which require the services of the Vocational Rehabilitation Department.

Outside Contacts

During the year, the Director gave talks on the work of the Department to student physiotherapists; first year medical students and to new staff members of the Claims and Accident Prevention Departments. Meetings with outside agencies continued throughout the year, especially with the Canadian Paraplegic Association; Social Development; Alberta Vocational Training; Unemployment Insurance Commission Offices and with regular attendance at the Personnel Association meetings each month.

Public Relations With Outside Agencies

As a representative of the Board I acted as a full time loan executive with the United Community Fund during the 1971 fund collection campaign. This was a busy but rewarding experience.

- continued -

SUMMARIZATION

In conclusion, and as previously forecast, the work of the Vocational Rehabilitation Department was expanded considerably in 1971, particularly after the supplementary assistance payments were introduced.

It was found that industry, generally co-operated well in the acceptance of workmen back into employment and this is confirmed by the fact that there were only 162 unemployed at the end of 1971.

I would take this opportunity to express my sincere appreciation to all members of the Department and to the members of other departments of the Board for their continued support and co-operation during the year.

****

DISTRIBUTION

Board	4	Dr. Hall	1
R.D. Ross	1	Mr. Whitehouse	1
Mr. Davis	1	Mr. Hickson	1
Dr. Fowler	1	Mr. Draayer	1

REHABILITATION OFFICER	CASE LOADS			CASES COMPLETED			CASES CLOSED	CASES ON HAND DEC.31/71
	ON HAND JAN. 1/71	REFERRALS	CASES HANDLED	R.T.W. @ F.E.	R.T.W. @ N.E.	OTHER		
W. G. MUNRO	91	116	207	31	58	10	99	108
M. H. AXTELL	135	243	378	116	84	43	243	135
J. BRACKENBURY	128	240	368	114	117	24	255	113
B. CARLETON	131	203	334	93	73	16	182	152
H. P. DEKKER	112	231	343	109	80	23	212	131
D. HARDMAN	80	213	293	66	97	35	198	95
W. H. KAPLER	114	267	381	149	92	17	258	123
R. E. LEENDERS	112	236	348	91	75	13	179	169
E. M. MORRISON	130	239	369	91	114	27	232	137
E. H. WIGGINS	52	311	363	86	45	205	336	27
TOTALS	1085	2299*	3384**	946	835	413	2194	1190

NOTE: * This figure does not include 1365 workmen, who were screened at the Clinic and did not require rehabilitation assistance

** Includes transfers amounting to 286 workmen.

DISPOSITION OF CASES NOT RETURNED TO WORK WITH FORMER OR NEW EMPLOYER

REHABILITATION OFFICER	RETIRED	UNEMPLOYED	DECEASED	WIDOWS	TRANSFERS	TOTAL
W. G. MUNRO	1	2	1	-	6	10
M. H. AXTELL	7	3	2	4	27	43
J. BRACKENBURY	2	4	3	2	13	24
B. CARLETON	6	2	1	5	2	16
H. DEKKER	1	3	3	8	8	23
D. HARDMAN	6	-	1	6	22	35
W. KAPLER	5	-	2	5	5	17
R. MEINDERS	5	-	2	1	5	13
E. M. MORRISON	4	1	2	16	4	27
E. WIGGINS	-	-	-	11	194	205
TOTAL	37	15	17	58	286*	413

NOTE: * Transfers are included in each Rehabilitation Officers case load.

APPENDIX "B"

DISPOSITION OF CASES ON HAND 31 DEC 1971

REHABILITATION OFFICER	T.T.D.	R.T.W. ON DIS. AWARD	P.T.D.	IN TRAINING	WIDOWS	AWAITING EMPLOYMENT	TOTAL
W. G. MUNRO	9	21	61	9	-	8	108
M. AXTELL	54	44	19	-	1	17	135
J. BRACKENBURY	64	2	13	-	2	32	113
B. CARLETON	71	29	28	6	-	18	152
H. DEKKER	56	27	20	4	1	23	131
D. HARDMAN	39	19	12	10	1	14	95
W. H. KAPLER	80	19	10	6	-	8	123
R. E. LEENDERS	70	55	19	7	3	15	169
E. M. MORRISON	58	24	19	9	-	27	137
E. H. WIGGINS	9	8	9	1	-	-	27
TOTAL	510	248	210	52	8	162	1190

APPENDIX "C"

CASES REFERRED FROM OTHER BOARDS

PROVINCE	1969	1970	1971
N.W. Territories	29	34	31
Yukon Territory	12	15	16
Saskatchewan	18	19	10
British Columbia	10	14	22
Manitoba	2	1	1
Ontario	2	6	2
New Brunswick	1	-	-
	74	89	82

REHABILITATION OFFICER	JAN.	FEB.	MAR.	APR.	MAY	JUNE	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.	TOTAL
M. AXTELL	163	154	161	178	130	143	178	104	37	159	145	177	1729
J. BRACKENBURY	109	104	113	125	126	118	136	82	50	156	117	142	1378
B. CARLETON	92	125	101	141	123	121	141	17	127	137	126	141	1392
H. P. DEKKER	133	148	160	182	147	157	160	38	136	167	145	172	1745
D. HARDMAN	132	147	166	163	141	175	153	153	149	153	158	199	1889
W. H. KAPLER	114	150	147	175	154	164	77	111	131	134	131	159	1647
R. E. LEENDERS	126	121	112	129	109	129	117	110	111	149	79	152	1444
E. M. MORRISON	177	152	171	213	148	143	147	188	149	258	177	229	2152
W. G. MUNRO	157	169	130	170	134	156	56	26	88	28	16	37	1167
E. H. WIGGINS	114	128	130	152	124	103	185	190	158	265	241	245	2035
TOTALS	1317	1398	1391	1628	1336	1409	1350	1019	1136	1606	1335	1653	16578

CASE INTERVIEWS 1971

APPENDIX "E"

OUTSIDE CONTACTS 1971

REHABILITATION OFFICER	JAN.	FEB.	MAR.	APR.	MAY	JUNE	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.	TOTALS
M. AXIELL	23	22	22	31	18	31	17	9	5	23	23	31	255
J. BRACKENBURY	27	29	35	26	29	26	33	25	9	27	26	29	321
B. CARLETON	16	26	17	29	18	28	18	3	20	25	15	18	233
H. P. DEKKER	28	26	25	35	28	36	47	11	33	27	26	39	361
D. HARDMAN	18	22	15	20	23	31	18	26	28	23	21	20	265
W. H. KAPLER	20	31	12	32	23	25	16	28	64	13	29	19	312
R. E. LEENDERS	33	25	25	26	31	20	20	22	17	20	14	27	280
E. M. MORRISON	42	35	27	23	15	38	16	39	43	42	38	44	402
W. G. MUNRO	1	-	-	-	-	-	-	-	-	-	-	-	1
E. H. WIGGINS	25	11	19	16	10	15	13	17	20	7	8	12	173
TOTALS	233	227	197	238	195	250	198	180	239	207	200	239	2603

APPENDIX "F"

FIELD TRIPS 1971

REHABILITATION OFFICER	JAN.	FEB.	MAR.	APR.	MAY	JUNE	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.	TOTALS
M. H. AXTELL	2T	T	2T	T	T	2T	2T	T	-	3T	-	T	16
J. BRACKENBURY	T	T	T	2T	T	2T	T	-	T	2T	2T	T	15
B. CARLETON	-	2T	T	2T	T	T	2T	-	T	2T	2T	T	15
H. P. DEKKER	T	2T	T	T	T	T	T	-	T	2T	2T	2T	15
D. HARDMAN	2T	T	T	T	T	T	T	-	2T	T	-	-	11
W. H. KAPLER	T	2T	T	-	T	T	-	-	T	T	T	-	9
R. E. LEENDERS	T	T	T	T	T	T	T	T	T	-	-	T	10
E. M. MORRISON	-	-	-	-	-	-	-	-	-	-	-	-	-
W. G. MUNRO	-	-	-	-	-	-	-	-	-	-	-	-	-
E. H. WIGGINS	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTALS	8	10	8	8	7	9	8	2	7	11	7	6	91

APPENDIX "G"

OFFICE SPECIALTY LIMITED

NEWMARKET, ONTARIO

BRANCHES COAST TO COAST